

## CULTURAL & LINGUISTIC COMPETENCE TECHNICAL RESOURCE GROUP (CLCTRG) DRAFT WORKPLAN

### Introduction

Cultural and linguistic competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, family members, and professionals that enable that system, agency or those providers to work effectively in cross-cultural situations. (Source: Adapted from Cross, T.L., Bazron, B.J. Dennis, K.W., Issacs, M.R. and Benjamin, M.P. (1989). Towards A Culturally Competent System of Care, (Vol) Washington, D.C.

There are Five Essential Elements of Cultural Competence:

#### Cultural

1. Valuing Diversity
2. Cultural Self Assessment
3. Dynamics of Differences
4. Institutionalization of Cultural Knowledge
5. Adaptation to Diversity

The Mental Health Oversight and Accountability Commission (MHSOAC) adopted an eighteen-month plan in November 2006. In this plan, the MHSOAC restructured all MHSOAC Committees in order to effectively address the Commission's statutory mandates. The MHSOAC 2007-2008 Work Plan adopted three *Committees*: (1) Community Services and Supports/Capitol and IT, (2) Innovation and Prevention/Early Intervention, and (3) Education and Training. It also adopted three *Technical Resource Groups*: (1) **Cultural and Linguistic Competence**, (2) Client and Family, and, (3) Outcome and Measurements.

The primary role of MHSOAC Technical Resource Groups is to ensure the MHSOAC has access to experts in the three core principles of the Act: cultural and linguistic competence to reduce disparities, client and family involvement in shaping MHSA policy, and outcomes accountability.

The CLCTRG will at a minimum consist of individuals from: the Department of Mental Health , Office of Multicultural Services (DMH, OMS), the California Institute for Mental Health, Center for Multicultural Development (CIMH, CMD), the California Mental Health Directors Association, Cultural Competence/Ethnic Service Managers (CMHDA, CC/ESM), the University of California, Davis, Center for Reducing Health Disparities (UCD, CRHD), and California Network of Mental Health Clients (CNMHC), the Mental Health Association in California (MHA, CA), the National Alliance on Mental Illness (NAMI), and United Advocates for Children and Families (UACF).

CLCTRG members will serve a two-year rotating term.

# THE CHARGE OF THE CULTURAL & LINGUISTIC COMPETENCE TECHNICAL RESOURCE GROUP (CLCTRG)

The Cultural and Linguistic Competence Technical Resource Group (CLCTRG) is charged with ensuring that the Commission has an ongoing focus in the area of access, quality, and outcomes disparities in mental health service provision to underserved communities.

The CLCTRG serves at the pleasure of the Commission. It will consist of individuals with expertise in a systems approach to cultural and linguistic competence, mental health stigma and discrimination reduction, and the reduction of disparities in access to, quality of, and mental health outcomes among underserved communities in California.

## THE FOUR PRIMARY ROLES OF THE CLCTRG

1. **Provide Training and Technical Assistance to Commissioners to assist them in achieving their goal of reducing disparities in access to, quality of, and outcomes of mental health services.**
  - Provide MHSOAC Staff and Commissioners with advice and counsel to ensure MHSOAC meetings demonstrate cultural honoring, cultural responsiveness, and cultural humility.
  - Provide the MHSOAC Staff and Commissioners with assistance in the development of an ideal vision for disparities elimination, as well as a plan /benchmarks to work toward the reduction of disparities.
2. Assist Commissioners in creating Accountability Mechanisms as the State and Local levels for reduction of disparities.
  - Assist Commissioners in developing strategies to ensure counties and state are accountable for equity in their quality of mental health care for all Californians.
  - Assist Commissioners in enforcing these accountability strategies once they are developed.
3. Assist Commissioners in Developing Their Capacity to Implement Culturally Appropriate Outreach and Engagement Models for California's Multicultural Communities to ensure these communities are involved in mental health policy development.
  - Provide MHSOAC Staff and Commissioners with models for outreach and engagement
  - Work with the MHSOAC Staff to establish standards for MHSOAC outreach and engagement to increase the likelihood as well as the capacity of multicultural communities to be involved in MHSA policy, planning, and implementation.
4. Provide Californians with a Public Forum where they can Raise Concerns, Issues, and Policy Questions related to the reduction of disparities in California's public mental health system.
  - Serve as an initial access point to the MHSOAC, *if desired by communities*, where multicultural communities can identify concerns related to MHSA planning or implementation, and work with the CLCTRG members and staff to identify options to address their concerns.

- Serve as a referral source for Commissioners when issues related to equity are identified at Commission meetings; assist communities to clarify issues and bring back to the MHSOAC recommended action.
- Proactively engage multicultural communities and support their participation at MHSOAC meetings, particularly when there are agenda items related to reducing disparities and increasing equity in California's mental health service system.

## **TASKS OF THE CLCTRG**

The tasks of the CLCTRG will be discussed and determined in future meetings.

## **TIMELINE FOR THE CLCTRG**

The timeline to be discussed and determined in future meetings.

## **PROCESS/ RESOURCES**

In order to assist MHSOAC Commissioners, the CLCTRG will need to collaborate through both expert presentations as well as public testimony. Staff will initiate the planning and design of necessary meetings and/or public hearings and will ensure that the CLCTRG is informed prior to establishing a final CLCTRG workplan for the MHSOAC. Staff will keep CLCTRG members informed and solicit input and participation in such meetings and/or public hearings.